

### WARM-UP

1. **Discuss the following points briefly:**
  - What kind of software is used in your company that improves management of teams/time/projects?
  - Which aspects of your work could be improved by using technology?
  - What are the benefits and drawbacks of applying technology for management?

### VOCABULARY

2. **Match the words from the two columns to create business-related collocations:**

- |                           |                     |
|---------------------------|---------------------|
| • disruptive              | • employees         |
| • one-size-fits-all       | • at work           |
| • address                 | • <u>goal</u>       |
| • be (dis) <u>engaged</u> | • performance       |
| • make                    | • appraisal         |
| • <u>performance</u>      | • an <u>issue</u>   |
| • <u>empower</u>          | • <u>approach</u>   |
| • achieve                 | • <u>progress</u>   |
| • <u>boost</u>            | • <u>technology</u> |

3. **Which underlined words from ex. 1 collocate with all the words in the points below.**

- enhance, optimize, evaluate, measure, poor, outstanding:  
.....**performance**.....
- set, reach, pursue, realistic, attainable, strategic:  
.....**goal**.....
- fully, actively, deeply, get, become, in:  
.....**engaged**.....
- people, consumers, fully, technology, individuals:  
.....**empower**.....
- emerging, employ, embrace, apply, implement, adopt:  
.....**technology**.....
- productivity, growth, efficiency, substantially, activity:  
.....**boost**.....
- track, impede, review, hamper, technological, slow, rapid:  
.....**progress**.....
- adopt, holistic, innovative, develop, use, comprehensive:  
.....**approach**.....
- resolve, raise, tackle, complex, key, central, contentious, major:  
.....**issue**.....



### VIDEO COMPREHENSION

#### 4. Watch the TED talk and answer the following questions:

- A. How do the four companies (Amazon/Facebook/Spotify/Netflix) help their customers?  
They customize/personalize their services to cater for individual customers
- B. How is the home environment different from the work environment?  
At home we use technology that is personalized while at work there is a one-size-fits-all approach
- C. How did the technology of management change work?  
It has not changed much as it hasn't been evolving fast enough.
- D. What examples of technology that help us did the speaker list?  
Mapping app (google maps), health tracking apps
- E. What are the benefits of the Orion system that UPS implemented?  
Drivers get home earlier, mileage is lowered, customer satisfaction is up, less accidents
- F. What did Henry Ford say a hundred years ago?  
If he asked people what they wanted to they would ask for a faster horse

### DISCUSSION

#### 5. Discuss the following points in pairs/groups:

- Do you agree with the speaker who said that our work environment hasn't changed?
- What if companies understood their own employees better than they understand customers?
- Look at the pie chart on the left and discuss whether your work life is similar or different and to what extent.
- How do you feel about training at work? Is it modern? Has it changed during your career?
- Are there too many processes at your work? How do they affect your work?
- What's your opinion on performance reviews? How does it compare to what the speaker presented:



- What kind of technological improvements could enhance management at your company?